

## FAQS

### Questions and Answers

- 1. Where do I find my Vehicle Number?** A vehicle number can be found on newer Montana car titles in the **VEHICLE INFORMATION** section of the paper title. It is a unique number assigned to the vehicle by the State of Montana when the buyer first obtains a car title.
- 2. I received a message stating the vehicle isn't eligible for a renewal. What do I do?** If the renewal requires additional paperwork or the service is unable to find and verify the vehicle information, you must complete registration at your local county treasurer's office.
- 3. What do I do if I receive a message stating my name and/or address do not match?** Verify and re-enter the correct name/address information. If you receive another message stating that the name and/or address still doesn't match, you must complete registration at your local county treasurer's office.
- 4. What do I do if I receive a message stating I don't have insurance?** You still can renew the vehicle registration online. Montana Code Annotated 61-6-157 requires that the DOJ establish a motor vehicle insurance verification system capable of confirming that vehicle owners and operators on Montana roadways are in compliance with vehicle liability policy requirements. You can check your insurance status online at [www.mtivs.com](http://www.mtivs.com). If you need further assistance, please contact the MTIVS Help Desk at [support@mtivs.com](mailto:support@mtivs.com) or 855-457-8768.
- 5. The vehicle information shown on the page doesn't seem to be my vehicle. What do I do?** Verify and re-enter the correct vehicle information. If you receive another message stating that the vehicle information doesn't match, you must complete registration at a county treasurer's office.
- 6. Do I need to donate?** No, you are not required to donate to the Organ Donor, Traumatic Brain Injury or Share-Use Path programs.
- 7. What do the donations support?** Montana law allows the MVD to solicit donations of \$1 or more to a) promote awareness and education efforts for procurement of organ and tissue donations in Montana to favorably impact anatomical gifts; and b) to promote education on, support for, and awareness of traumatic brain injury. State law also permits the MVD to establish a \$5 optional fee on motor vehicle registrations to help the Montana Department of Transportation manage the maintenance, repair and establishment of shared-use paths including the structures and processes necessary for bicycle and pedestrian safety education. A "shared-use path" means a multiuse path that is separated from motorized vehicular traffic by an open space, pavement markings, or a barrier within a highway right-of-way and that is usable for transportation purposes by pedestrians, runners, bicyclists, skaters, equestrians, and other nonmotorized users. As defined, a sidewalk is not a shared-use path.
- 8. Why would I want to pay the State Parks Fee?** Montana law requires state residents to pay a fee to visit state parks. The \$6 fee is automatically included in the amount due for all light vehicle registrations. If you do not intend to use the vehicle to visit any state parks and/or fishing access sites, you can opt out of paying the fee.
- 9. How many vehicles can I renew in one transaction?** You may renew the registration for up to 15 vehicles in one transaction.
- 10. What are my payment options?** You may pay for vehicle registration renewals with a MasterCard, Visa Discover or American Express credit/debit card or with an electronic check.
- 11. Why is the amount I need to pay more than the renewal amount?** The online VRR service is provided by a third party working in partnership with the State of Montana. The total amount includes additional charges used to develop, maintain, and enhance the state's official web portal, [mt.gov](http://mt.gov).

- 12. How do I know I successfully paid for my renewal?** The online VRR service displays a receipt page once your purchase is complete. You may print the receipt for verification.
- 13. When can I expect my renewal?** You will receive your registration renewal paperwork in the mail from your local county treasurer's office. For more information, visit <https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/>.
- 14. When will I receive my tabs?** You will receive your license plate tabs in the mail from your local county treasurer's office. For more information, visit [visit https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/](https://dojmt.gov/driving/county-treasurer-motor-vehicle-offices/).
- 15. How do I get a refund?** Complete Form 40-2300 that can be downloaded from <https://dojmt.gov/driving/vehicle-title-registration-forms/#other>. Mail or fax the completed form to the address/Fax number on the form. If approved, the MVD issues the refund. The refund will appear as a credit in your credit/debit card or checking or savings account. Depending upon the situation, the MVD may cancel your vehicle registration.
- 16. I have a question. Whom can I ask?** Questions should be directed to the MI Help Desk at 406-449-3468 or [helpdesk@egovmt.com](mailto:helpdesk@egovmt.com).